

PINE CELLULAR PHONES, INC.

FCC FORM 481 – CARRIER ANNUAL REPORTING

DATA COLLECTION FORM

FCC DOCKET #10-90

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010> Study Area Code	439012
<015> Study Area Name	PINE CELLULAR PHONES, INC. - CL
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	JANE MERZ
<035> Contact Telephone Number: Number of the person identified in data line <030>	580-584-3355
<039> Contact Email Address: Email of the person identified in data line <030>	JANER@PINECELLPHONE.COM

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
(check box when complete)			
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report			
<300> Unfulfilled Service Requests (voice)	<input type="text" value="0"/>	<input checked="" type="checkbox"/>	
<310> Detail on Attempts (voice)	(attach descriptive document)		
<320> Unfulfilled Service Requests (broadband)			
<330> Detail on Attempts (broadband)	(attach descriptive document)		
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	<input type="text" value="0.0"/>		
<420> Mobile	<input type="text" value="0.0"/>		
<430> Number of Complaints per 1,000 customers (broadband)			
<440> Fixed			
<450> Mobile			
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> <input type="text"/>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> <input type="text"/>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)		
<710> Company Price Offerings (broadband)	(complete attached worksheet)		
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	
<1000> Voice Services Rate Comparability	(check to indicate certification)		
<1010> <input type="text"/>	(attach descriptive document)		
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/>	
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)		<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet
 Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	
<2005>	(complete attached worksheet)	

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	
<3005>	(complete attached worksheet)	

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	JANE MERZ
<035>	Contact Telephone Number - Number of person identified in data line <030>	580-584-3355
<039>	Contact Email Address - Email Address of person identified in data line <030>	JANE@PINETELEPHONE.COM
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How (USF) was used to improve service quality
 <116> How (USF) was used to improve service coverage
 <117> How (USF) was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

(200) Service Outage Reporting (Voice) Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<030>	Contact Name - Person USAC should contact regarding this data	JANE MERZ
<035>	Contact Telephone Number - Number of person identified in data line <030>	580 584 3355
<039>	Contact Email Address - Email Address of person identified in data line <030>	JANE@PINETELEPHONE.COM

[illegible]

**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	JANE@PINETELEPHONE.COM

<701> Residential Local Service Charge Effective Date
<702> Single State-wide Residential Local Service Charge

1/1/2013

[illegible]

(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986 / OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	439012
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<039>	Contact Email Address - Email Address of person identified in data line <030>	JANE@PINETELEPHONE.COM

[illegible]

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	JANE@PINETELEPHONE.COM
<810>	Reporting Carrier	
<811>	Holding Company	
<812>	Operating Company	

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	JANE@PINETELEPHONE.COM
<910>	Tribal Land(s) on which ETC Serves	CHOCTAW


<920> Tribal Government Engagement Obligation

439012OK920

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)
Yes

Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

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<039>	Contact Email Address - Email Address of person identified in data line <030>	JANE@PINETELEPHONE.COM

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

☒

(1200) Terms and Condition for Lifeline Customers**Lifeline****Data Collection Form**

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<039>	Contact Email Address - Email Address of person identified in data line <030>	JANE@PINETELPHONE.COM

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

439012OK1210

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation**Data Collection Form***Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

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<039>	Contact Email Address - Email Address of person identified in data line <030>	JANE@PINETELEPHONE.COM

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)} ☐
- <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)} ☐

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

- <2012> 2013 Frozen Support Certification ☐
- <2013> 2014 Frozen Support Certification ☐
- <2014> 2015 Frozen Support Certification ☐
- <2015> 2016 and future Frozen Support Certification ☐

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

- <2016> Certification Support Used to Build Broadband ☐

Connect America Phase II Reporting {47 CFR § 54.313(e)}

- <2017> 3rd year Broadband Service Certification ☐
- <2018> 5th year Broadband Service Certification ☐
- <2019> Interim Progress Certification ☐
- <2020> Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐
- <2021> Interim Progress Community Anchor Institutions ☐

Name of Attached Document Listing Required Information _____

(3000) Rate Of Return Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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<010> Study Area Code	439012
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<039> Contact Email Address - Email Address of person identified in data line <030>	JANE@PINETELEPHONE.COM

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

- | | | |
|--|--|-----------------------------------|
| (3010) Milestone Certification (47 CFR § 54.313(f)(1)(ii))
Please check this box to confirm that the attached PDF, on line 3012,
contains the required information pursuant to § 54.313 (f)(1)(ii), as a
recipient of CAF Phase II support shall provide the number, names, and
addresses of community anchor institutions to which began providing
access to broadband service in the preceding calendar year. | Name of Attached Document Listing Required Information | <input type="checkbox"/> |
| (3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii)) | Name of Attached Document Listing Required Information | <input type="checkbox"/> (Yes/No) |
| (3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) | | <input type="checkbox"/> (Yes/No) |
| (3014) If yes, does your company file the RUS annual report
Please check these boxes to confirm that the attached PDF, on line 3017,
contains the required information pursuant to § 54.313(f)(2) compliance
requires: | | <input type="checkbox"/> |
| (3015) Electronic copy of their annual RUS reports (Operating Report for
Telecommunications Borrowers) | | <input type="checkbox"/> |
| (3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | <input type="checkbox"/> |
| (3017) If the response is yes on line 3014, attach your company's RUS annual
report and all required documentation | Name of Attached Document Listing Required Information | <input type="checkbox"/> (Yes/No) |
| (3018) If the response is no on line 3014, Is your company audited?
If the response is yes on line 3018, please check the boxes below to
confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains
: | | <input type="checkbox"/> |
| (3019) Either a copy of their audited financial statement; or (2) a financial report
in a format comparable to RUS Operating Report for Telecommunications | | <input type="checkbox"/> |
| (3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | <input type="checkbox"/> |
| (3021) Management letter issued by the independent certified public accountant
that performed the company's financial audit. | | <input type="checkbox"/> |
| If the response is no on line 3018, please check the boxes below
to confirm your submission, on line 3026 pursuant to § 54.313(f)(2),
contains: | | <input type="checkbox"/> |
| (3022) Copy of their financial statement which has been subject to review by an
independent certified public accountant; or (2) a financial report in a
format comparable to RUS Operating Report for Telecommunications
Borrowers, | | <input type="checkbox"/> |
| (3023) Underlying information subjected to a review by an independent certified
public accountant | | <input type="checkbox"/> |
| (3024) Underlying information subjected to an officer certification. | | <input type="checkbox"/> |
| (3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | <input type="checkbox"/> |
| (3026) Attach the worksheet listing required information | Name of Attached Document Listing Required Information | <input type="checkbox"/> |

**Certification - Reporting Carrier
Data Collection Form**

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<039>	Contact Email Address - Email Address of person identified in data line <030>	JANE@PINETELEPHONE.COM

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	PINE CELLULAR PHONES, INC. - CL
Signature of Authorized Officer:	CERTIFIED ONLINE
	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	439012
Filing Due Date for this form:	10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier
Data Collection Form**

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<039>	Contact Email Address - Email Address of person identified in data line <030>	JANE@PINETELEPHONE.COM

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: PINE CELLULAR PHONES, INC. - CL	
Signature of Authorized Officer: CERTIFIED ONLINE	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: 439012	Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: PINE CELLULAR PHONES, INC. - CL	
Name of Authorized Agent or Employee of Agent: TOM KARALIS	
Signature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE	Date: _____
Printed name of Authorized Agent or Employee of Agent: TOM KARALIS	
Title or position of Authorized Agent or Employee of Agent: CONSULTANT	
Telephone number of Authorized Agent or Employee of Agent: 918-298-1618	
Study Area Code of Reporting Carrier: 439012	Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

PINE CELLULAR PHONES, INC.
QUALITY OF SERVICE & CUSTOMER PROTECTION PROCESSES
(USAC DOCUMENT #439012OK510.PDF)

PINE CELLULAR PHONES, INC.
QUALITY OF SERVICE & CUSTOMER PROTECTION PROCESSES

1. Available Customer Service Representatives to Answer Phones – All calls received by PINE CELLULAR during business hours are answered by the third ring. When the assigned customer representatives are unable to answer calls by the third ring, additional representatives are available to help answer phones.

2. Provide After Hours Emergency Customer Service – Calls are answered by voice mail. Call logs are reviewed daily by personnel. Customer service representatives have been given a list of questions by PINE CELLULAR to ask to assist them in resolving any issues. Unresolved issues are reviewed the following work day. Issues requiring immediate attention are sent to the PINE CELLULAR service technician on call, who works to resolve the matter as quickly as possible. If that technician is unable to resolve the problem, additional technicians are called. After-hours customer service is also available.

3. Provide 8 am to 8 pm 6 days a week Hour Internet Help Desk Service – All calls are answered within 60 seconds. Call logs are reviewed daily by personnel with Managers available to review and address any issues.

4. Online Bill Payments – Payments made online are posted to the customer accounts and are viewable on the online customer account summaries within 24 hours. Any encountered problems are reported to the Office Supervisor, and resolved as quickly as possible.

5. Give Customers Cut-off Warnings- Notification of the payment due date and the cutoff date are prominently displayed on bills. Customers in danger of losing service will receive a notification to remind them of the late payment. If a customer complains that notice was not given, they are directed to speak with the Office Manager who will work to resolve the matter and prevent it from occurring again. Account balance reports are printed monthly internally using the company's billing system.

6. Minimize Customer Downtime for Services & Make Requested Changes Promptly – Contact customers regarding all service requests, with a goal of resolving all issues within 48 hours. Any unresolved issues will be resolved contingent on the technician/customer coordination of access to the premises.

7. Proactively Monitoring in Case of Major Service Outages – Service technicians will be made aware of outages affecting customers within an hour. It is the goal of PINE CELLULAR to resolve major outages in four hours or less. If an outage has not been resolved within four hours, technicians will begin utilizing all resources, both from within and from without. Technicians establish and accomplish yearly training goals to be better equipped for managing all services.

CUSTOMER PRIVACY

Company Confidential Information Policy – PINE CELLULAR has a company policy in place that holds employees accountable for a breach of confidentiality concerning customer data and company information. The policy states: "You are reminded that revealing any type of confidential information to unauthorized persons or tampering with or altering company records and/or property is a violation of trust that can result in disciplinary action up to and including discharge."

Company CPNI Policy – PINE CELLULAR also has a Customer Proprietary Network Information (CPNI) policy in place that ensures employee compliance with the FCC's CPNI guidelines. Outlined within the policy is a detailed description of CPNI as well as both acceptable and unacceptable CPNI practices. Employees are required to sign waivers stating they understand and agree to comply with the policy and acknowledge that "failure to protect this information result in disciplinary action up to and including discharge for the responsible employee."

As a part of this policy, PINE CELLULAR has designated a Compliance Officer responsible for training employees, monitoring CPNI related activities, and reporting breaches.

PINE CELLULAR PHONES, INC.
EMERGENCY SITUATION FUNCTIONALITY
AVAILABILITY OF BACK-UP POWER

(USAC DOCUMENT #439012OK610.PDF)

PINE CELLULAR PHONES, INC.
EMERGENCY SITUATION FUNCTIONALITY
AVAILABILITY OF BACK-UP POWER

PINE CELLULAR has 1 central office within its service area. The location is equipped with a backup generator capable of providing power to the equipment within that office in the event of an external power source outage. After each power outage, generators are inspected and are also professionally serviced bi-annually to ensure functionality.

TRAFFIC ROUTING

Voice traffic between the central office switch and the cell sites is carried across fiber optic cable and microwave in a redundant ring. Voice traffic between the central office switch and the upstream tandem is provisioned across redundant links.

MANAGING TRAFFIC SPIKES

PINE CELLULAR's careful capacity planning has put multiple constraints and triggers in place on its Central Office equipment, outside plant equipment, and network backbone that will provide the company with the capability of handling traffic spikes during emergency situations.

- Usage rates are analyzed monthly internally by PINE CELLULAR using reports automatically generated by the switch to ensure that usage does not exceed 80% of total line capacity.
- PINE CELLULAR will monitor traffic internally on a monthly basis to ensure optimal efficiency.

PINE CELLULAR PHONES, INC.
TRIBAL LANDS REPORTING
(USAC DOCUMENT #439012OK920.PDF)

*Kate O. Callahan
President
John B. Callahan
Chairman of Board
Angela Whitehead
Secretary/Treasurer*



PINE TELEPHONE COMPANY, INC.
P O BOX 548
BROKEN BOW OKLAHOMA 74728
580-584-3358 FAX 580-584-8009

*Jerry Whitehead
Plant Manager &
Board Member
Bill Toal
Vice President &
Assistant Plant Manager*

October 9, 2012
Chief Pyle,

Pine Cellular Phones, Inc. is a rural independent cellular telephone company providing service to approximately 10,000 customers in Haskell, Latimer, Pittsburg, LeFlore, McCurtain, Pushmataha, Choctaw, Atoka, Bryan, and Coal counties in Southeast Oklahoma. This includes a number of exchanges in and customers on Choctaw Tribal Land. Pine Cellular offers wireless, high speed internet, and long distance services, as well as opportunities to bundle these services together.

Pine Cellular currently provides service to several local community anchor institutions. Most of these, while not receiving a discount for phone service, do receive a free or discounted rate for high speed internet through federal and/or state assistance programs. This partnership allows the institutions the ability to have connectivity worldwide and to offer services to the community at each location. Pine Cellular believes that anchor institutions such as community centers, fire stations and city halls are an integral part of the community and provide countless benefits and gathering places to area residents. Pine Cellular has the ability to provide service upon reasonable request to anyone in its service area including Tribal community anchor institutions.

Pine Cellular is currently deploying high speed internet and 4G cellular service in order to provide service and coverage to an increasing customer base. Through various partnerships, Pine Cellular has the ability to offer ever increasing internet speeds at competitive prices throughout its services territories. These speeds will allow customers to have access to services such as video streaming, telemedicine, offsite workplaces and remote study opportunities for education. Such services will allow for the growth of connectivity in a rural landscape enabling those customers the ability to be ever more connected to the retail business and service environments of urban areas.

Pine Cellular also provides Lifeline/LinkUp service in its study areas for those customers qualifying under state and federal guidelines. Pine Cellular also offers toll limitation service which helps households save money by blocking toll calls from being made, thus preventing costly long distance bills.

Should you have any questions or desire further information regarding Pine Cellular or its service offerings that may be provided to your Tribe and its members, or if you should have any service concerns or telecommunications needs that you would like to discuss with Pine Cellular, please do not hesitate to contact me.

Pine Cellular will be placing new sites through the Mobility Fund Phase I and would like to begin discussions to make sure that, in the areas covered by the Fund, Tribal institutions are covered, the new sites are feasible and sustainable, they are marketed in a culturally sensitive manner, the NEPA process is followed and verify all business and licensing requirements are met. Please have the appropriate person contact Lee Brown at 580 584 3300 or leebrown@pine-net.com to discuss further.

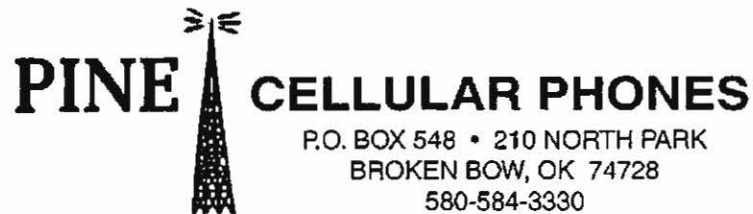
Sincerely,

Lee Brown

PINE CELLULAR PHONES, INC.

LIFELINE PLANS

(USAC DOCUMENT #439012OK1210.PDF)



Pine Cellular Company

Lifeline Plan – Oklahoma

Pine Cellular Company, Inc. (Pine) offers Lifeline Cellular Service to its customers. The eligibility criteria for Lifeline service is indicated on the attachment. Upon confirmation of eligibility, appropriate lifeline credits are provided to the customer. Oklahoma also qualifies for an additional credit that may not exceed \$25.00 for Tribal Lands. The rate for unlimited voice service in the Pine coverage area for Pine customers, the Willow Call Plan, in Oklahoma is \$34.25. The FCC Rules specify that the basic local exchange service charges net of lifeline credits can't be lower than \$1.00. Since, the total lifeline credits available in Oklahoma is equal to the rate charged for basic local exchange service, the lifeline eligible customer pays \$1.00 for basic local exchange service under the Willow Call Plan. The lifeline credit can also be applied to other Pine Cellular service plans. Information regarding Pine Cellular's service plans are shown on the attachment. Pine customers receive unlimited local calling as part of the service plans.

No other credits are applied to rates for remaining services, including toll, roamer, data, and text service.

****Customer may apply their lifeline credit for any cellular plan upon credit approval.**

**PINE TELEPHONE
LIFELINE/LINK UP AMERICA ON TRIBAL LANDS PROGRAM
AUTHORIZATION AND CERTIFICATION FORM**

THE BENEFITS YOU RECEIVE UNDER THE ENHANCED LIFELINE/LINKUP PROGRAM WILL TERMINATE ON NOVEMBER 1, 2013, UNLESS YOU COMPLETE ANOTHER AUTHORIZATION AND CERTIFICATION FORM WITHIN THIRTY DAYS OF OCTOBER 1, 2013, AND RETURN IT TO PINE TELEPHONE.

A. YOU MUST MEET PROGRAM PARTICIPATION REQUIREMENTS OR HOUSEHOLD INCOME REQUIREMENTS

I hereby certify that I participate in at least one of the following programs (CHECK ALL THAT APPLY) OR my household income is at or less than 135% of the federal poverty level:

- ☐ Supplemental Nutrition Assistance Program (SNAP a/k/a Food Stamps)
- ☐ Temporary Assistance for Needy Families (TANF)
- ☐ Supplemental Security Income (SSI)
- ☐ Medical Assistance (Medicaid/SoonerCare)
- ☐ Vocational Rehabilitation (including aid to the hearing impaired)
- ☐ Oklahoma Sales Tax Relief
- ☐ Food Distribution Program on Indian Reservations ("FDPIR")
- ☐ Federal Public Housing
- ☐ Low Income Energy Assistance Program
- ☐ Bureau of Indian Affairs General Assistance;
- ☐ Temporary Assistance for Needy Families (TANF) Tribally-administered block grant programs;
- ☐ Head Start Programs (only applicant or customer who satisfy the income qualifying eligibility provision);
- ☐ National School Lunch Program (only applicant or customer who satisfy the income standard of the program for free meals).

OR;

☐ My household income is at or less than 135% of the federal poverty level. There are individuals in my household. Customer must provide sufficient proof of income as set forth in 47 CFR §54.400(f).

B. YOU MUST MEET THE "ONE PER HOUSEHOLD" REQUIREMENT

**•ONLY ONE PERSON IN A HOUSEHOLD CAN QUALIFY TO RECEIVE PROGRAM BENEFITS.
•A "HOUSEHOLD" IS ANY INDIVIDUAL OR GROUP OF INDIVIDUALS WHO LIVE TOGETHER AT THE SAME ADDRESS AND SHARE INCOME AND EXPENSES.**

**•ONLY ONE RESIDENCE TELEPHONE SERVICE IN A HOUSEHOLD CAN RECEIVE PROGRAM SUPPORT.
•A HOUSEHOLD MAY NOT RECEIVE LIFELINE/LINKUP BENEFITS FROM MULTIPLE SERVICE PROVIDERS.**

My initials here certify that my household meets the one-per-household requirement. I understand that falsely certifying eligibility is a violation of the rules of the Federal Communications Commission and will result in my removal from the Lifeline/LinkUp Program and could result in criminal prosecution by the United States government.

Do you live at an address at which there are multiple households (for example, a nursing home or group home)?

☐ Yes (If yes, you must complete a supplemental form to determine your eligibility.)
☐ No

PINE CELLULAR
LIFELINE/LINK UP AMERICA ON TRIBAL LANDS PROGRAM
AUTHORIZATION AND CERTIFICATION FORM (Page 2)

C. YOU MUST ACKNOWLEDGE AND CERTIFY THE FOLLOWING STATEMENTS AND NOTIFICATION OBLIGATIONS (You must read and initial all statements below to acknowledge and certify you understand your obligations.)

_____ I certify that the telephone service location to which this certification applies is my primary/temporary (circle one) residential service address located at _____, and to the best of my knowledge this residential service address is located on former tribal land/reservation (as defined in 25 CFR § 20.1(v)).

_____ I also certify that if the address identified above is a temporary one, I will recertify my temporary residential address every 90 days.

_____ I also certify that if in the future, I no longer live at the address identified above, I will notify Pine Cellular within 30 days.

_____ I also certify that if in the future, I no longer participate in or qualify for at least one of the programs listed in item A.1 above or conditions change in any way, I will notify Pine Cellular within 30 days.

_____ I also certify that I will notify Pine Cellular within 30 days if I no longer live at the address identified above.

_____ I also certify that:

_____ a. The telephone service which I am requesting receipt of Lifeline and/or LinkUp benefits for is listed in my name.

_____ b. I am 18 years of older and am not claimed as a dependent on another person's tax return.

_____ c. The above service address is my primary/temporary residence, not a second home or business.

_____ d. My household will receive only one Lifeline/LinkUp service and, to the best of my knowledge, my household is not already receiving a Lifeline/LinkUp service.

D. YOU MUST ACKNOWLEDGE THE FOLLOWING STATEMENTS (You must read and initial all statements below to acknowledge your understanding of the actions of Pine Cellular you hereby authorize.)

_____ I authorize Pine Cellular or its duly appointed representative to access any records required to verify these statements in order to confirm my continued participation in the above program. I authorize representatives of the above programs to discuss with and/or provide copies to Pine Cellular, if requested by the company, to verify my participation in the above program and my eligibility for "Enhanced" Lifeline or "Expanded" Link Up benefits.

_____ I authorize Pine Cellular to transmit to the Administrator of the National Lifeline Accountability Database my full name, my full residential address, my date of birth, and the last four digits of my Social Security Number or Tribal Identification Number, the telephone number to be associated with Lifeline/LinkUp Program benefits, the date on which Lifeline/LinkUp service is begun, the date on which Lifeline/LinkUp Program benefits end, the amount of support sought by the Company and the means through which I qualify for Program benefits. I understand that transmission of this information is required to ensure the proper administration of the Lifeline/LinkUp Program. I also understand that if I refuse to have this information transmitted to the Administrator, I will be denied Program benefits.

E. CUSTOMER/APPLICANT INFORMATION

Applicant's Name _____

Applicant's Billing Address, if different than identified above _____

Home Phone Number(_____) _____ Work Phone Number(_____) _____

(Your contact number during weekdays between 8 a.m. and 5 p.m.)

Social Security Number (SSN) (last four digits) or Tribal identification number if you do not have a SSN: _____

Date of Birth _____

I AFFIRM, UNDER PENALTY OF PERJURY, THAT THE FOREGOING REPRESENTATIONS ARE TRUE AND THAT PROVIDING FALSE OR FRAUDULENT INFORMATION TO RECEIVE LIFELINE/LINKUP BENEFITS IS PUNISHABLE BY LAW.

Signature of benefit recipient

Date

PINE TELEPHONE
Lifeline Household Worksheet

Name _____
Address _____

Telephone Number _____

Lifeline is a government program that provides a monthly discount on home or mobile telephone services. Only ONE Lifeline discount is allowed per household. Members of a household are not permitted to receive Lifeline service from multiple telephone companies.

Your household is everyone who lives together at your address as one economic unit (including children and people who are not related to you).

The adults you live with are part of your economic unit if they contribute to and share in the income and expenses of the household. An adult is any person 18 years of age or older, or an emancipated minor (a person under age 18 who is legally considered to be an adult). Household expenses include food, health care expenses (such as medical bills) and the cost of renting or paying a mortgage on your place of residence (a house or apartment, for example) and utilities (including water, heat and electricity). Income includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Spouses and domestic partners are considered to be part of the same household. Children under the age of 18 living with their parents or guardians are considered to be part of the same household as their parents or guardians. If an adult has no income, or minimal income, and lives with someone who provides financial support to that adult, both people are considered part of the same household.

You have been asked to complete this Worksheet because someone else currently receives a Lifeline-supported service at your address. This other person may or may not be a part of your household. Answer the questions below to determine whether there is more than one household residing at your address.

1. Does your spouse or domestic partner (that is, someone you are married to or in a relationship with) already receive a Lifeline-discounted phone? (check no if you do not have a spouse or partner) _____ YES _____ NO

If you checked YES, you may not sign up for Lifeline because someone in your household already receives Lifeline. Only ONE Lifeline discount is allowed per household.

If you checked NO, please answer question #2.

2. Other than a spouse or partner, do other adults (people over the age of 18 or emancipated minors) live with you at your address?

- A. A parent _____ YES _____ NO D. An adult roommate _____ YES _____ NO
B. An adult son or daughter _____ YES _____ NO E. Other _____ YES _____ NO
C. Another adult relative _____ YES _____ NO
(such as a sibling, aunt, cousin, grandparent,
grandchild, etc.)

If you checked NO for each statement above, you do not need to answer the remaining questions. Please initial line B, below, and sign and date the worksheet.

If you checked YES, please answer question #3.

3. Do you share living expenses (bills, food, etc.) and share income (either your income, the other person's income or both incomes together) with at least one of the adults listed above in question #2? _____ YES _____ NO

If you checked NO, then your address includes more than one household. Please initial lines A and B below, and sign and date the worksheet.

If you checked YES, then your address includes only one household. You may not sign up for Lifeline because someone in your household already receives Lifeline.

CERTIFICATION

Please initial the certifications below and sign and date this worksheet. Submit this worksheet to Pine Telephone along with your Lifeline application.

- A. _____ I certify that I live at an address occupied by multiple households.
B. _____ I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government.

Signature _____ Date _____

Federal Poverty Guideline Certification Form
Page 1 of 2

I certify that all the income actually received by all members of my household is less than or equal to 135% of the federal poverty level, as set forth below. I understand a "household" is any individual or group of individuals who live together at the same address and share income and expenses. I have provided the documentation verifying the income in the categories checked below to Pine Telephone in support of my application for Lifeline/LinkUp discounted service. I certify that there are _____ members of my household living with me at the address listed below. I also certify that I will notify Pine Telephone within 30 days if my household income exceeds 135% of the Federal Poverty Guidelines. I further certify that the Company representative returned all my documentation to me. I make these certifications under penalty of perjury, punishable by law.

Print Name of applicant: _____

Phone#: _____

Home Address: _____

Signed: _____ Date: _____

Federal law at 47 C.F.R. §54.400(f) has defined "income" for purposes of eligibility for Lifeline Assistance as all income actually received by all members of the household and includes the following. Please check all the categories of "income" that members of your household currently receive.

- _____ Salary before deductions for taxes
- _____ Public Assistance benefits
- _____ Social Security payments
- _____ Pensions
- _____ Unemployment compensation
- _____ Veteran's Benefits
- _____ Inheritances
- _____ Alimony
- _____ Child Support Payments
- _____ Worker's Compensation Benefits
- _____ Gifts
- _____ Lottery Winnings
- _____ Other _____

135% of the 2013 federal poverty level guidelines are as follows:

Persons In Household ----- Annual household income no higher than:

1	-----	\$15,512
2	-----	\$20,939
3	-----	\$26,366
4	-----	\$31,793
5	-----	\$37,220
6	-----	\$42,647
7	-----	\$48,074
8	-----	\$53,501

(For each additional person, add: \$5,427)

1 The only exceptions to "income" are student financial aid, military housing and cost-of-living allowances, irregular income from occasional small jobs such as baby-sitting or lawn mowing, and the like.

2 This information is regularly updated by the Federal Government.

Phone# of applicant: _____

For Company Use Only

Name of Employee Who Reviewed Income Documentation: _____

Type of Income Documentation received from applicant: _____

Nationwide Plans

OAK

\$79.95 Unlimited minutes

- Unlimited Nationwide Calling
- Unlimited Nights and Weekends
- Unlimited Mobile to Mobile
- Unlimited Text Messaging
- 7.5GB of Data
- Second Add-a-line \$49.95 per month
- Additional 3rd to 5th phone lines \$39.95 each per month

CYPRESS

\$64.95 Unlimited minutes

- Unlimited Nationwide Calling
- Unlimited Nights and Weekends
- Unlimited Mobile to Mobile
- Unlimited Text Messaging
- Second Add-a-line \$39.95 per month
- Additional 3rd to 5th phone lines \$29.95 each per month

PECAN

\$59.95 2000 minutes

- Nationwide 2000 Minutes
- Unlimited Nights and Weekends
- Unlimited Mobile to Mobile
- Unlimited Incoming Calls
- 12¢ per minute on plan overages
- Data packages:
\$5 for 100MB, \$15 for 1.5GB, \$25 for 4GB
(\$25 for 25GB only on local Pine network)
- Additional phone lines \$10 per line (up to 5 lines)

PINE

\$54.95 Unlimited minutes

- Must have a Pine Landline
- Unlimited Nationwide Calling
- Unlimited Nights and Weekends
- Unlimited Mobile to Mobile
- Unlimited Text Messaging
- 2GB of Data
- Data packages: \$25 for 25GB
- Additional phone lines \$24.95 per line (up to 5 lines)

WALNUT

\$49.95 1200 minutes

- Nationwide 1200 Minutes
- Unlimited Nights and Weekends
- Unlimited Mobile to Mobile
- Unlimited Incoming Calls
- 12¢ per minute on plan overages
- Data packages:
\$5 for 100MB, \$15 for 1.5GB, \$25 for 4GB
(\$25 for 25GB only on local Pine network)
- Additional phone lines \$10 per line (up to 5 lines)

COTTONWOOD

\$39.95 650 minutes

- Nationwide 650 Minutes
- Unlimited Nights and Weekends
- Unlimited Mobile to Mobile
- Unlimited Incoming Calls
- 12¢ per minute on plan overages
- Data packages:
\$5 for 100MB, \$15 for 1.5GB, \$25 for 4GB
(\$25 for 25GB only on local Pine network)
- Additional phone lines \$10 per line (up to 5 lines)

General Information

Payment Options: Cash, Check, or Major Credit Cards accepted. Pine Cellular also offers automatic bank draft from your checking or savings account each month at no additional cost. Payments can be dropped in our night drop box: Pine Telephone 201 W 2nd St., Broken Bow. Nightdrop payments will be posted the next business day.

Pine offers Hearing Aid Compatible Handsets (HAC)

LifeLine option customers require verification of certain service requirements

Nationwide Plans are subject to credit approval and some restrictions may apply.

Data plans may only be used with their listed Call plans.

Rollover is available for an additional \$8 per month on the Cottonwood, Walnut, and Pecan Plans.

There is a limit of 5 phones per plan.
\$5 each 100 MB for Data overages.

Nationwide text messaging is \$10 per line.
Rates apply to Cottonwood, Walnut, and Pecan.

Visit our website:
www.pinecellular.com



Local Cellular Plans

WILLOW

\$34.25 Unlimited minutes

CEDAR

\$24.95 600 Local minutes

DOGWOOD

\$19.95 500 Local minutes

HICKORY

\$14.95 1500 Local minutes

- Unlimited Local Pine Network Minutes
- No Credit Check
- Nationwide Minutes may be added
- \$14.95 **Add One Line Only**
- Data Plans: (Only on local Pine network)
\$5 for 100MB, \$25 for 25GB

- 600 Local Minutes
- Unlimited Local Nights & Weekends
- Unlimited Local Mobile to Mobile
- Unlimited Local Incoming Calls
- Unlimited Text Messaging
- Nationwide Minutes billed at 25¢ per minute
- Overage Minutes billed at 12¢ per minute
- Data Plan: 100MB
(Only on local Pine network)
- Add a line not available

- 500 Local Minutes
- Unlimited Local Nights & Weekends
- Unlimited Local Mobile to Mobile
- Unlimited Local Incoming Calls
- Unlimited Text Messaging \$10 per line
- Data Plans not available
- Add a Line - \$10 per line

- Must have Pine landline
- No Credit Check
- 1500 Local Minutes
- Unlimited Local Nights & Weekends
- Unlimited Local Mobile to Mobile
- Unlimited Local Incoming Calls
- Overage Minutes billed at 12¢ per minute
- Unlimited Text Messaging \$10 per line
- Data Plan: \$5 for 100MB
(Only on local Pine network)
- Add a line not available

Maybe you'd prefer...

PRE-PAY NATIONWIDE

\$25 Monthly No Credit Check No Contract

- 600 Nationwide Minutes
- Pine Mobile To Mobile billed at 32¢ per min.
- Local Calls billed at 32¢ per min.
(Incoming & Outgoing)
- Unlimited Text Messaging
- Free Activation
- Account must be current & active
for text messaging to remain active
- Add Nationwide minutes in increments of
\$10 per 100 minutes
- Unused minutes expire after 30 days
- Inactive accounts over 90 days may
lose number assigned

General Information

- Payment options are same as National Plans
- Add Nationwide Minutes at \$10 per 100 minutes
- Roll Over \$8 per line on Dogwood & Hickory Minutes
- Data overages billed at \$5 for each 100MB used
- Plans cannot be mixed and matched
- Pine offers Hearing Aid Compatible Handsets (HAC)
- LifeLine option customers require verification of certain
service requirements

Visit our website:
www.pinecellular.com

